

# Provardis White Paper

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## “Changing your Progress Application Support Provider”

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## YOUR CONTEXT

You may work within a large enterprise, a medium size organisation or a regional business in the UK or Ireland.

Your organisation may be running one or more software system(s) based on the Progress Relational Database or 4GL from Progress Software Corporation (NASDAQ:PRGS).

You may have a manufacturing application, a retailing system, a billing system or perhaps another specialist system which supports part of your business operation.

And you are responsible for ensuring that your organisation has support for the system(s) for when things aren't working how you need them to.

## MORE DETAIL ON YOUR SITUATION

Since the system(s) supports part of your business, you need it to do the job you put it there for. More specifically, your people need it so they can do their jobs better. If they do their jobs better they will be happier, your customers and suppliers will be happier, your business will perform better and you will therefore be happier. Overall your organisation should then be better placed to make more sales, reduce its costs, or both.

If your system is not performing how it should, or if your current method of supporting it is in some way not fully satisfactory, then either or both of the **following conditions** are likely to arise.

- Your staff will be less happy than they could be, therefore less productive than they could be.
- Your staff will be placed under stress, which would not have otherwise occurred.

The likely result of these conditions is that the same will become true for you. Even worse, your organisation will then be underperforming – all as a direct consequence of unsatisfactory system support.

## **SOME REASONS WHY YOU MIGHT BE CONSIDERING CHANGE**

### **Original Vendor has changed**

Programming and database support for computer systems based on Progress can be secured from the original vendor or reseller. But over time those original support options may become less attractive, in some cases change is forced on you where the provider is no longer available.

Or maybe that provider has changed their customer focus, or their level of service has fallen below what you need it to be.

They may have increased their charges or may no longer have enough technically skilled people in their team.

### **Lack of locally available skills**

All Progress system support relies on skilled and experienced programmers, combined with competent understanding of your specific Progress application. Some years ago the Progress software industry was composed of system houses usually with a lead product and teams of developers who would build and support that product. In addition the houses would build custom applications for other clients.

Large enterprises would typically run their own in-house teams because this was cheaper and secured the critical business support within the organisation. This provided a form of apprenticeship for Progress programmers. In recent years, the effects of application commoditisation, outsourcing, and offshoring, plus the advent of other popular programming languages, has been to disrupt the supply of time-served highly skilled Progress programmers in the UK.

### **In-house team resourcing needs have changed**

Large or medium size organisations may find that their Progress systems are now stable and therefore only require care and maintenance support. The cost of an in-house team may no longer be desirable. However, they need to be sure that their specialist knowledge of the system is still on hand when they need it.

## **SUMMARY OF REASONS FOR CHANGE**

Your original or current support option has become less attractive because;

- It is costing you too much money.
- The quality of technical skill is falling short of where you need it to be.
- The level of customer service your get from your current support option is not good enough and you feel that it is not going to get any better.

Or you may no longer have any support option, and;

- Your system is broken and needs fixing.
- You have decided to replace the old system with something new and now you need to extract key information from the old system.
- You just need some extra features adding on, to make your people more productive.

**You feel that your organisation is trapped your current arrangements and so you would like to find a way to move forward to a much better option.**

## **CERTAINTY**

Provardis can **definitely** provide you with support for your Progress based system.

Our founding director Andrew Sheldon has experience for the last twenty years with the Progress database and programming language. Our skills come from a solid foundation of time-served custom build development houses.

The service you will get from Provardis is a high level of technical competence in Progress, attention to your detail, excellent customer service, complete discretion, and the ability to understand the key issues and work according to the priorities you set.

Provardis is a Progress® ISV Partner in the UK and has been since 1995.

We can act as your architect on all matters related to Progress.

For Customer enquiries please either email to [progress@provardis.co.uk](mailto:progress@provardis.co.uk)

or call us on +44 (0) 1423 876 339 (Harrogate) specifying a new Progress support enquiry.